



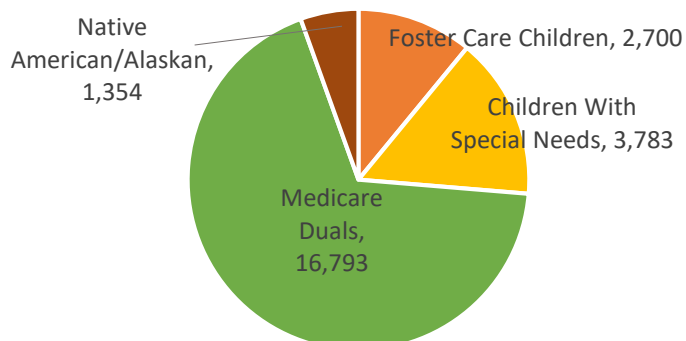
New Hampshire Medicaid Program 1915(b) Waiver Renewal Independent Assessment Report Summary

1915(b) NH Medicaid Population

- Medicare & Medicaid Dual Eligible Members
- Indians defined in 42 CFR 438.14(a)
- Foster Care Children
- Children with Special Needs defined in 42 CFR 438.50(d)(3)



1915(b) November 2019 Enrollment



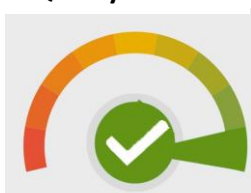
Independent Assessment Results

Cost Effectiveness



All assurance met

Quality of Care



All assurance met

Access to Care



All assurance met

Selected Considerations for Potential Program Improvement

Contract Compliance Review: Investigate opportunities for improvement in annual compliance review for specific impact to the 1915(b) population.

Member Materials: MCO provider directories updated to indicate completion of cultural competence training.

Member Interviews: Further investigate recommendations made by member interviews for widespread impact on the 1915(b) population for potential MCM contract changes.

Grievance & Appeals: Examine root cause of increase in Non-Emergent Medical Transportation grievance and appeals.

Outcome Measures: Outcome measures focused on 1915b population should be expanded.

Full Independent Assessment completed by Health Services Advisory Group, Inc will be posted at:

<https://www.dhhs.nh.gov/ombp/caremtg/1915-b-waiver-renewal.htm>